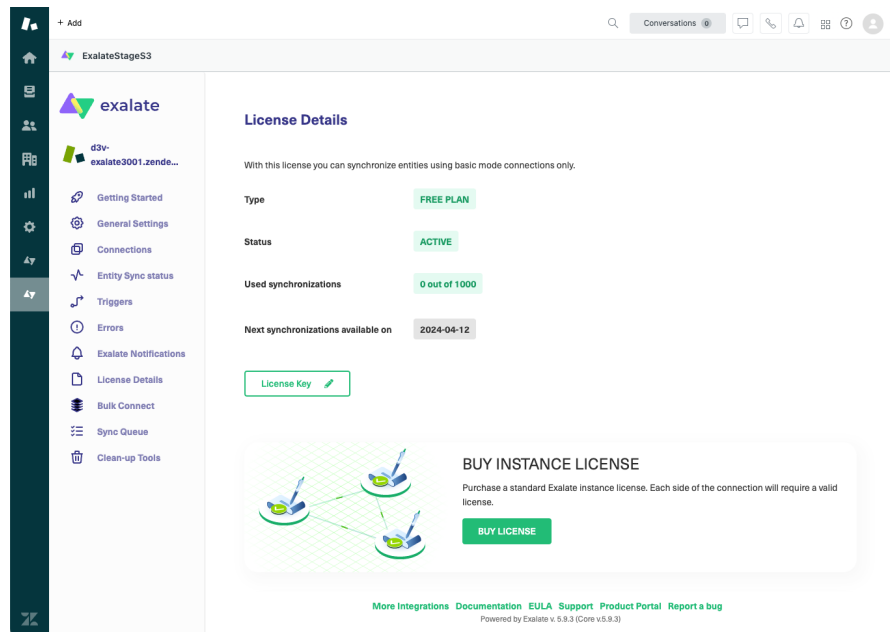


# How to Upgrade a Free Plan License

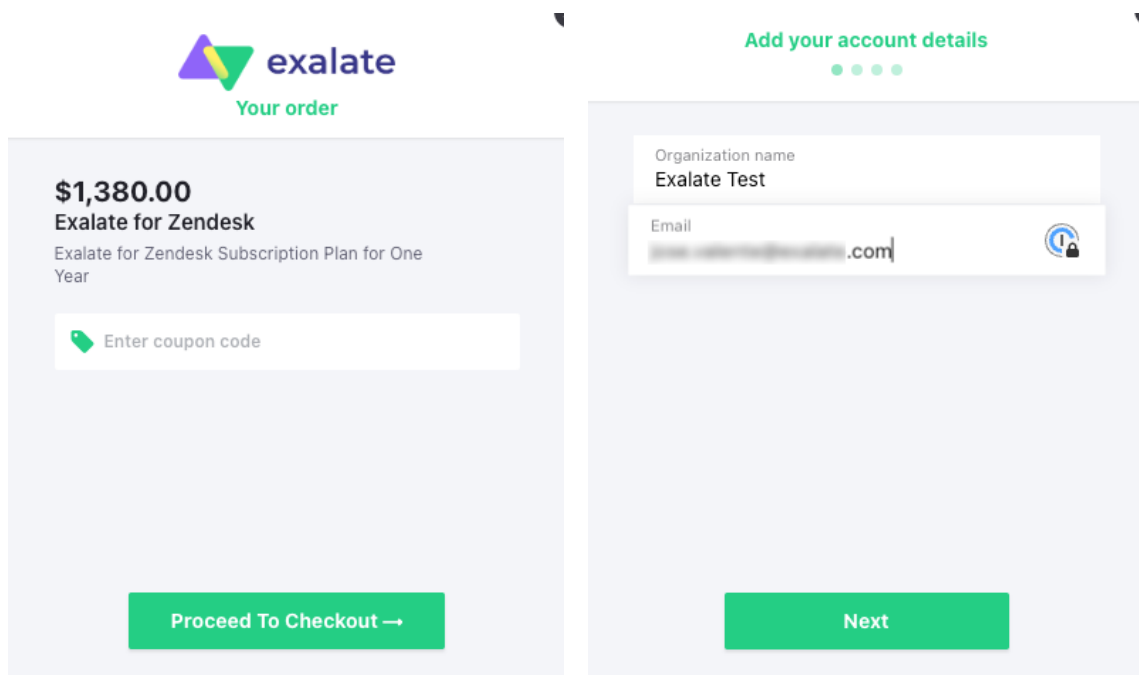
Last Modified on 09/02/2025 7:24 am EDT

This article shows you how to upgrade from a Free to a Paid license plan. This is currently available for Salesforce, ServiceNow, Azure DevOps, Zendesk, GitHub, Freshersk. In the example below, we are purchasing Exalate for Zendesk.

1. Navigate to the **License Details** menu in the Exalate admin console.



2. Click **Buy License**. A summary of your order appears. Click **Proceed to Checkout**. In the following screen, enter your organization's name and your email. Click **Next**.



3. Next, enter your billing information. Depending on your country, different fields and options may appear. For instance, for European countries, you are prompted for your VAT

number; if you are in the United States, you can select your state and zip code, etc. Enter your payment details in the next screen.

Add your billing address

First Name

Last Name

Address Line1

Address Line2 (Optional)

City

Zip

Region (Optional)

Country  
Pick an option

Next

Add your payment details

Card Number  
4111 1111 1111 1111


Expiry  
12 / 2029

CVV  
123

☒ Use my billing address as card address

Next

4. The next screen provides you with a summary of your order details. If everything is correct, click the Pay button. A confirmation screen displays to indicate that the process was successful.

  
Complete your order

Exalate for Zendesk

\$1,380.00 >

Enter coupon code

Account

.com

Organization name Exalate Test

Edit →

Subscription Details

Issue Tracker Url

https://d3v-exalate3001.zendesk.com

Edit →

Billing

195 Pacific Lane

Santa Barbara 87109 United States

Edit →


Payment

ending 1111

Edit →

Pay \$1,380.00 & subscribe

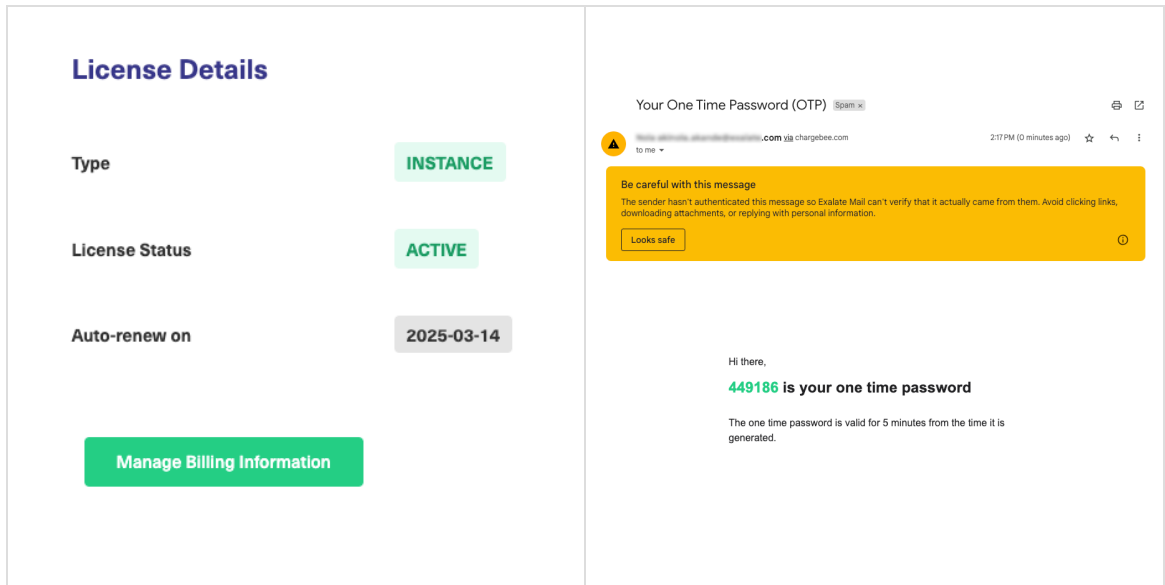
Secure Checkout by Chargebee

  
Thank you! We're processing  
your order

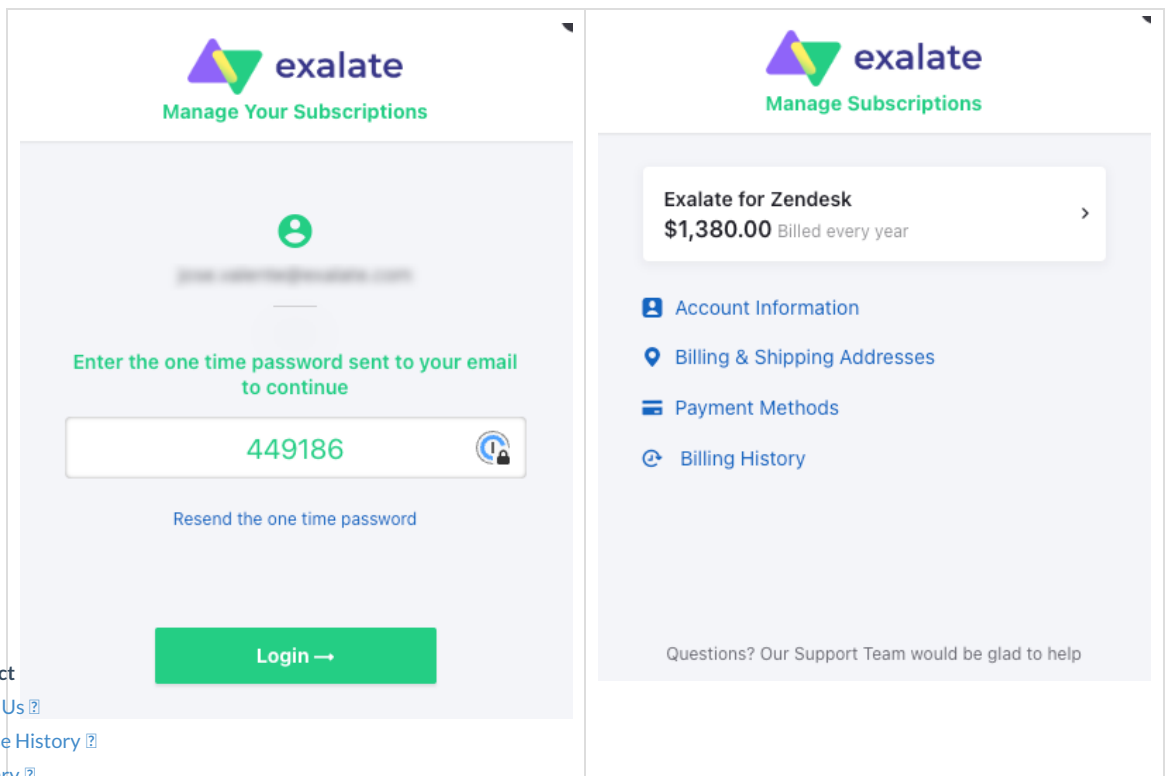
The license status will be updated  
shortly. Once your license is active, you'll  
have access to all Exalate's Premium  
features. Happy Syncing!

CLOSE

5. Going back to the Exalate console, you can see that your paid subscription is active. You also receive an email with a one-time password, which you need to log in and manage your account.



6. From **License Details**, click on **Manage Billing Information** and enter the one-time password you received in the email. You can then manage your subscription, check your account information, check and make changes to your billing and shipping address, payment methods, and billing history, where you can also download a copy of your invoice.



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